

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

March 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC6342, IER6342	ACN Communications Services, Inc.	Policy and Practices	Safety	1
ACN Communications Services, Inc. Total				1
IEC5955	Airnex Communications, Inc.	Billing	Cramming	1
Airnex Communications, Inc. Total				1
CER4457	American Broadband and Telecommunications Company	Lifeline	LLB Federal Program/Equipment	1
American Broadband and Telecommunications Company Total				1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	2
AmeriMex Communications Corp. Total				3
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	3
		Billing	High Bill	9
		Billing	Other Charges	9
		Billing	Late Payment Charge - LPC	2
		Billing	Payment Error	1
		Billing	Bundled Services	2
		Billing	Toll Dispute	1
		Billing	Early Termination Fee - ETF	2
		Billing	Slamming	1
		Policy and Practices	High Bill	3
		Policy and Practices	Bundled Services	1
		Policy and Practices	Number Portability - Wireless or Landline	1
		Service	Abusive Marketing	1
		Service	Bill Adjustment	1
		Service	Delayed Orders/Missed Appointments	6
		Service	High Bill	2
		Service	Other Charges	1
		Service	Outage	13
		Service	Disconnected In Error	2
		Service	Call Quality	2
		Service	NJ Customer Service	1
		Lifeline	LLB Application Request	19
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	3
		Not Regulated - No Jurisdiction	Delayed Orders/Missed Appointments	1
		Not Regulated - No Jurisdiction	High Bill	2
		Not Regulated - No Jurisdiction	Other Charges	2
		Not Regulated - No Jurisdiction	Outage	2
		Not Regulated - No Jurisdiction	NJ Internet Service/Equipment	1
AT&T California Total				98

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Not Received	1
		Billing	High Bill	8
		Billing	Other Charges	9
		Billing	Late Payment Charge - LPC	1
		Billing	Bundled Services	1
		Policy and Practices	Abusive Marketing	3
		Service	Outage	2
		Service	Disconnected In Error	1
		Service	Call Quality	2
AT&T Mobility Total				28
CLC7038	Bandwidth.Com Clec, LLC	Service	Outage	1
Bandwidth.Com Clec, LLC Total				1
CLC6764, CLC7222	Blue Casa Telephone, LLC; Telscape communications	Lifeline	LLB Application Request	1
Blue Casa Telephone, LLC; Telscape communications Total				1
IER6794	Business Network Long Distance, Inc.	Billing	High Bill	1
Business Network Long Distance, Inc. Total				1
IER7050	CAISI, Inc.	Billing	High Bill	1
CAISI, Inc. Total				1
CLC5335, IEC5335, IEC6018	CenturyLink	Service	Number Portability - Wireless or Landline	1
CenturyLink Total				1
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
Charter Total				3
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	2
		Billing	Bundled Services	1
		Service	Number Portability - Wireless or Landline	1
Comcast Digital Phone Total				6
CLR6977	Connect To Communications, Inc.	Service	Outage	1
Connect To Communications, Inc. Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Service	Outage	1
		Service	Number Portability - Wireless or Landline	1
		Lifeline	LLB Application Request	3
Cox; Cox Communications; Cox Business Total				6
CER4308	CREDO; Working Assets Wireless	Policy and Practices	Abusive Marketing	1
CREDO; Working Assets Wireless Total				1
CER4436	enTouch	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1
enTouch Total				2
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	10
		Billing	Other Charges	9
		Billing	Early Termination Fee - ETF	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	4
		Service	Delayed Orders/Missed Appointments	11
		Service	Outage	25
		Service	Call Quality	3
		Service	Number Portability - Wireless or Landline	2
		Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	3
Frontier California, Inc. Total				77

Utility Code	Utility Name	Category	Subcategory	Count
LEC1026	Frontier Communications of the Southwest, Inc.	Service	Outage	1
Frontier Communications of the Southwest, Inc. Total				1
CER4442	Life Wireless	Lifeline	LLB Application Request	1
Life Wireless Total				1
CRTLLA	Lifeline Administrator	Billing	High Bill	2
		Billing	Other Charges	1
Lifeline Administrator Total				3
CEC3079	MetroPCS	Billing	High Bill	1
MetroPCS Total				1
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communicat	Service	Delayed Orders/Missed Appointments	1
OneTouch Communications; Touch Base Communications Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
Preferred Long Distance, Inc. Total				2
LEC1016	Sierra Telephone Company, Inc.	Billing	High Bill	1
Sierra Telephone Company, Inc. Total				1
CLC7002, CLR7002	Sonic Telecom, LLC	Billing	Other Charges	1
		Service	Outage	1
		Service	Number Portability - Wireless or Landline	1
Sonic Telecom, LLC Total				3
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	High Bill	3
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	2
		Service	Disconnection Non Payment	1
		Service	Call Quality	1
Sprint; Sprint PCS Total				9
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	3
		Lifeline	LLB Address Error	1
Surelink Mobile; TruConnect Total				6
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
Tag Mobile, LLC Total				2
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	4
		Service	Number Portability - Wireless or Landline	1
		Lifeline	LLB Discount Switched to Other Carrier	2
TC Telephone, LLC; Horizon Cellular Total				7
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Other Charges	1
		Billing	Slamming	1
		Service	NJ Customer Service	1
Telepacific Communications Total				3

Utility Code	Utility Name	Category	Subcategory	Count
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Service	Outage	1
		Service	Call Quality	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
Time Warner Cable Total				5
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mob	Billing	Bill Not Received	1
		Billing	Other Charges	5
		Policy and Practices	Abusive Marketing	1
		Service	Refusal To Serve	1
		Service	Number Portability - Wireless or Landline	2
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				10
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLi	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Lifeline	LLB Application Request	5
		Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	2
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				10
CLC5253, IEC5253	Verizon Access Transmission Services	Service	Outage	1
Verizon Access Transmission Services Total				1
CER4386, CER4438, IEC5152, IEC5378	Verizon Business Services	Billing	Other Charges	1
Verizon Business Services Total				1
CER4439	Verizon California, Inc.	Billing	Other Charges	1
Verizon California, Inc. Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	2
		Billing	High Bill	2
		Billing	Other Charges	4
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
		Service	Disconnection Non Payment	1
Verizon Wireless Total				12
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	8
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	7
Virgin Mobile; Assurance Wireless Total				19
LEC1019	Volcano Telephone Company	Lifeline	LLB Application Request	1
Volcano Telephone Company Total				1
CLC5553, IEC5553	XO Communications Services	Billing	Other Charges	1
XO Communications Services Total				1
Total ICs Sent ¹				334

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.